

## U.S. CONSUMER PRODUCT SAFETY COMMISSION WASHINGTON, DC 20207

Todd A. Stevenson Deputy Secretary and Freedom of Information Officer Office of the Secretary Tel: 301-504-0785X1239 Fax: 301-504-0127 Email: tstevenson@cpsc.gov

July 20, 1999

CERTIFIED MAIL

R.D. Anderson Libbey Production Engineering 300 Madison Avenue Toledo, OH 43699-0060

Re: FOIA Request S9060029: Body Shop/Buth-Na-Bodhaige, Inc., "Jewel" Candles / CPSC Corrective Action or Recall File RP990081

Dear Mr. Anderson:

Thank you for your Freedom of Information Act (FOIA) request seeking information from the Commission. The records from the Commission files responsive to your request have been processed and copies of the releasable responsive records are enclosed. The enclosed records include file information generated by the Commission itself or its contractors for regulatory or enforcement purposes. These records are in file RP990081 and are identified as memoranda and other correspondence, notes and documents. The Commission has established management systems under which supervisors are responsible for reviewing the work of their employees or contractors. The file information materials are final and have been prepared and accepted by the Commission's staff under such review systems. The Commission believes that it has taken reasonable steps to assure the accuracy of the information.

We must withhold from disclosure other records responsive to your request that are contained in the Commission's law enforcement investigatory file, RP990081, pursuant to the FOIA Exemptions 3, and 4, 5 U.S.C. §§ 552(b)(3), and (b)(4), and sections 6(a)(2), and 6(b)(1) of the Consumer Product Safety Act (CPSA), 15 U.S.C. §§ 2055(a)(2), and 6(b)(1).

FOIA Exemption 3 provides for the withholding from disclosure of matters that are specifically exempted from disclosure by another statute. The files contain proprietary and confidential information that we must withhold pursuant to Exemptions 3 and 4 and section 6(a)(2) of the CPSA. Section 6(a)(2) prohibits the Commission from disclosing information that is exempt from disclosure under Exemption 4 of the FOIA. That exemption protects trade secrets and confidential commercial information directly related to a firm's business that the firm

has not made public and whose disclosure could give a substantial commercial advantage to a competitor. Specifically, we are withholding pages 6-22, which contain customer lists and proprietary testing data.

We are also relying in part to section 6(b)(1) of the CPSA. That section prohibits the Commission from disclosing information about a consumer product that identifies a manufacturer or private labeler unless the Commission has taken "reasonable steps" to assure that the information is accurate, that disclosure is fair in the circumstances, and that disclosure will be reasonably related to effectuating the purposes of the laws that the Commission administers. It would not be fair in the circumstances to disclose a firm's notes, drafts or minutes of meetings to discuss and negotiate settlements agreements, when the company has requested confidentiality and such records are protected from disclosure pursuant to 16 C.F.R. § 1101.33. Specifically, we are withholding drafts and negotiation materials from pages 41-44, 46-50 and 52-53.

According to the Commission's regulations implementing the FOIA at 16 C.F.R. § 1015.7, a partial denial of access to records may be appealed to the General Counsel of the Commission within thirty (30) days of your receipt of this letter. An appeal must be in writing and addressed to: FOIA APPEAL, General Counsel, ATTN: Office of the Secretary, U.S. Consumer Product Safety Commission, Washington, D.C. 20207.

Processing this request, performing the file searches and preparing the information, cost the Commission \$150.00. In this instance, we have decided to waive all of the charges. Thank you for your interest in consumer product safety

Sincerely,

Γodd A. Stevenson

Enclosures



## U.S. CONSUMER PRODUCT SAFETY COMMISSION WASHINGTON, DC 20207

Todd A. Stevenson Deputy Secretary and Freedom of Information Officer Office of the Secretary Tel: 301-504-0785X1239 Fax: 301-504-0127 Email: tstevenson@cpsc.gov

July 20, 1999

CERTIFIED MAIL

Jay Tilley Editor / Product Safety Letter Washington Business Information 1117 North 19th Street Arlington, VA 22209-1798

Re: FOIA Request S9030153: Body Shop/Buth-Na-Bodhaige, Inc., "Jewel" Candles / CPSC Corrective Action or Recall File RP990081

Dear Mr. Tilley:

Thank you for your Freedom of Information Act (FOIA) request seeking information from the Commission. The records from the Commission files responsive to your request have been processed and copies of the releasable responsive records are enclosed. The enclosed records include file information generated by the Commission itself or its contractors for regulatory or enforcement purposes. These records are in file RP990081 and are identified as memoranda and other correspondence, notes and documents. The Commission has established management systems under which supervisors are responsible for reviewing the work of their employees or contractors. The file information materials are final and have been prepared and accepted by the Commission's staff under such review systems. The Commission believes that it has taken reasonable steps to assure the accuracy of the information.

We must withhold from disclosure other records responsive to your request that are contained in the Commission's law enforcement investigatory file, RP990081, pursuant to the FOIA Exemptions 3, and 4, 5 U.S.C. §§ 552(b)(3), and (b)(4), and sections 6(a)(2), and 6(b)(1) of the Consumer Product Safety Act (CPSA), 15 U.S.C. §§ 2055(a)(2), and 6(b)(1).

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secrets and confidential commercial information directly related to a firm's business that the firm has not made public and whose disclosure could give a substantial commercial advantage to a competitor. Specifically, we are withholding pages 6-22, which contain customer lists and proprietary testing data.

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Sincerely,

Todd A. Stevenson

Enclosures



# U.S. CONSUMER PRODUCT SAFETY COMMISSION Office of Compliance

Product: Candles	Priority: x
CORRECTIVE ACTION PLAN:	
A. Notice:	**
Event:	Date:
_X_press release	2/25/99
direct mail ( %)	
_X_point of purchase signs	2/26/99 10 10 10 10 10 10 10 10 10 10 10 10 10
advertising (describe)	2/26/99  Note of the conference of the conferenc
other (describe).	ORANGE DO CHECKER PER
B. Repair, replacement, refund:	Wille Control of the
repair approved by technical support	t 1977
replacement with product approved by	y technical support
_X_refund	
C. Procedures:	
_X_Distribution chain recallmfr/importer levelwholesaler/distributretailer level _X_consumer level	tor level
Mail in to firm	
_X_Return to retailer	
repair or replace Home visit At dealer Home repair by consumer	At Retailer
_X_Toll-free line	

Firm Name: Buth-Na-Bodhaige,	Inc. d/b	/a The Body	ShFile	Number:RP990081
Other (describe):				
D. Effectiveness:	•			
Total Products Involved:	25,632	Corrected:		
. At Manufacturer:	180	Corrected:		
At Distributors:	0	Corrected:		
At Retailers:	3,115	Corrected:		
• With Consumers:	22,337	Corrected:		
E. Decision on corrective act	ion:			1.49
_X_Accept CAP a _XFas Accept CAP a	st Track	Product Rec		
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Pursue furti	ier remed	ital action	(brovia	e rationale)
Refer to CAI				
Refer to Com accept CAR			endatio	n to
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CAP APPROVALS:				$\Omega$
Compliance OfficerMichael 7	r. Bogumi	111	89 cm	H .
Attorney Ron Yelenik		RJ	<u> </u>	
Associate Director, CRC Cf	R	3/9/9	99/	
Director, CRC (Only if CAP or CAP & Close a	approval	<u> </u>	<del></del>	

FAX

5036 One World Way, Wake Forest, N.C. 27587 Phone: 919-554-8253 Fax: 919-554-8322 Date:

February 3, 1999

13 19

To:

USCPSC

Office of Compliance and Enforcement

Div. Of Corrective Action

4330 East West Highway, Room 613

Bethesda, Maryland 20814

Fax number:

From:

Shubbir Haidermota

cc:

Re:

Candle Withdrawal

Pages to follow: 1

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Dear Sirs/Madams,

Following are documents for Jewel Candle Withdrawal. I have also sent a copy by Air Borne to-day.

If you need any information please call me at above number.

Sincerely,

Shabbir Haidermora

Manager, Quality Assurace



February 3, 1999

U.S. Consumer Product Safety Commission Office of Compliance and Enforcement Division of Corrective Actions 4330 East West Highway, Room 613 Bethesda, Maryland 20814

Dear Sirs/Madams:

This letter is to inform you that we are withdrawing the following two candles from all Body Shop retail stores in the United States. The Body Shop imported these candles from the United Kingdom for sale in The Body Shop retail stores as a Christmas seasonal item. The Body Shop has not distributed any of the relevant candles either directly to consumers or to retail outlets other than its own boutiques which it either owns or franchises. The company has no plans to import these candles in the future.

1. Jewel Candle "Mulled Berries" Ref. No. 1197

2. Jewel Candle "Brandied Apple" Ref. No. 1208

Although we are not convinced that the candles represent a significant hazard to consumers, we are nevertheless taking this voluntary action to withdraw from the market and to encourage customers to return any unlit or partially burned candles to the closest Body Shop retail store. The Body Shop will destroy all candles returned by the customers and in the stock.

We received one shipment of 25,362 candles from the U.K. manufacturer on September 16, 1998. Of this number, 22,337 pieces have been sold by our retail stores to customers. We have already notified all The Body Shop stores asking them to account for any unsold candles fitting the descriptions above and to return these to The Body Shop facilities at 5036 One World Way, Wake Forest, NC 27587. A copy of our removal notification to the stores and the store response from detailing the number of unsold candles being returned are attached as enclosures 1, 2 and 3.

We are withdrawing the candles voluntarily from the based upon five (5) complaints received to date from candle purchasers. We received the first complaint on or about December 18, 1998 and the fifth complaint on or about January 28, 1999. The candle is housed in a glass container covered by a "putty" into which are placed glass-headed decorative pins. The complaints report variously that the pot in which the candle sits "exploded", that the pot "caught fire", that the pot "melted" with "lots of black smoke". None of the reports alleges any injuries.

Buth-Na-Bodhaige, Inc. d/b/a The Body Shop

P.O. Box 1409, Wake Forest, North Carolina 27588 5036 One World Way, Wake Forest, North Carolina 27587 Telephone: (919) 554-4900 Fax: (919) 554-4361



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A ....



Skin & Hair Care Products

The Body Shop has had the candles tested in the U.K. by independent laboratories. Two of the laboratories concluded that the product is safe under foreseen conditions of use. However, a test designed to challenge the flammability of the pot coating by deliberately causing the flame to contact the glass container concluded that "if there is movement of the flame to one side of the candle which results in localized heating of the glass, then the material which holds the Jewel design in place will ignite." I have enclosed copies of the reports for your review (enclosures 4, 5, and 6.)

We are preparing a notice to Body Shop customers to be placed prominently in all The Body Shop stores. The notice will inform customers of the problem and ask that they return any Jewel Candles described above to The Body Shop store for a full refund. A copy will be mailed to you by February 8, 1999

We also understand that in cases of voluntary product withdrawal such as this, the CPSC and the responsible company issue a joint press release which is distributed by your office to the CPSC'S list of media representatives. We understand that the final text of the press release will be subject to approval both by your staff and by The Body Shop and look forward to discussing the content of the press release with you.

Please address all correspondence and other communication about voluntary withdrawal of the candles to me at the address and telephone numbers below. From time to time, we may also ask our attorney, Emalee Murphy of the Washington, DC law firm McKenna & Cuneo, to act on our behalf in this matter and request that you contact her at (202) 496-7255 if you cannot reach me.

I look forward to speaking with you about this matter when you have had a chance to review the enclosed materials.

Sincerely,

.\_.

Shabbir Haidermota

Shashin Haidermate.

Manager, Quality Assurance

Tel: (919) 554-8253

Cc: E.G. Murphy (McKenna & Cuneo)
Paul Alvey (The Body Shop)

Buth-Na-Bodhaige, Inc. d/b/a The Body Shop

P.O. Box 1409, Wake Forest, North Carolina 27588 5036 One World Way, Wake Forest, North Carolina 27587 Telephone: (919) 554-4900 Fax: (919) 554-4361



1	s your	RETU	<u> AA NE</u>	DRES	<u>S</u> con	plete	d or	the :	reve	rse și	de?
	6. Signature: (Addressee or/Agent)  X/12/1/1/ CLUCA	5. Received By: (Print Name)	Wake Forest NC, 27587	5036 One World Way P.O. BOX 1409	Buth-Na-Bodhaige, Inc. d/b/a The Body Shop	Shabbir Haidermota	2 Article Addressart to:	<ul> <li>Write "Return Receipt Requested" on the maliplece below the article number.</li> <li>The Return Receipt will show to whom the article was delivered and the date delivered.</li> </ul>	Attach this form to the front of the multiplece, or on the back if space goes not permit.	<b>8</b> .	SENDER:
2595-97-B-0179		8. Addressee's Ad and fee is paid)				320		ie number. Id the date	a does not	e can return this	,
102595-97-B-0179 Domestic Return Receipt		8. Addressee's Address'(Only if requested send fee is paid)	iolivery 3/24/99 sou	Mail insured in insured in copt for Merchandse COD	(D) Centified	3 472	1.	2.  Restricted Delivery &	1. Addressee's Address	folt g services (for an extra 166):	I also wish to receive the
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## U.S. CONSUMER PRODUCT SAFETY COMMISSION WASHINGTON, D.C. 20207

OFFICE OF COMPLIANCE Recalls and Compliance Division Email: mbogumill@cpsc.gov

MAR 11 1999 -

Michael T. Bogumill Compliance Officer Tel:301-504-0400, Ext. 1368 Fax: 301-504-0012

Certified Mail

Shabbir Haidermota Manager, Quality Assurance
Buth-Na-Bodhaige, Inc. d/b/a The Body Shop
5036 One World Way
P.O. BOX 1409
Wake Forest NC, 27587

Re:

CPSC RP990081

Buth-Na-Bodhaige, Inc. d/b/a The Body Shop

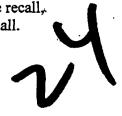
Jewel Candles

Dear Mr. Haidermota:

Thank you for your report of February 3, 1999, under section 15(b) of the Consumer Product Safety Act, as amended (CPSA), 15 U.S.C. § 2064(b), and for promptly initiating a corrective action plan to address the reported problem. In your report you indicated that two jeweled candles imported by your firm (viz., the "Mulled Berries" Ref. No. 1197 and "Brandied Apple" Ref. No. 1208) were the subject of at least 5 consumer complaints since December 1998 alleging that the candle pot exploded, caught fire, or melted with lots of black smoke. None of the reports alleges any injuries as a result of the problems noted.

To address the problem, the firm has agreed to take the following action:

- Withdraw the candles from all Body Shop retail stores in the United States.
- Stop importing these candles in the future.
- Initiate a recall of all such candles currently in the hands of consumers.
- Fully refund to consumers the purchase price for everyone who returns these candles to any Body Shop retail store.
- Display recall posters in every Body Shop store for at least 120 days from the date of delivery of the posters (February 26, 1999).
- Cooperate with the Commission in issuing a joint press release to announce the recall, and cooperate with Commission staff in monitoring the effectiveness of the recall.



The staff of the Office of Compliance of the U.S. Consumer Product Safety Commission has reviewed the actions submitted by Buth-Na-Bodhaige, Inc. d/b/a The Body Shop concerning the Jewel Candles. Acting under delegation from the Commission, the staff has accepted the plan as adequate.

Please continue the corrective actions implemented and initiate any others contained in the plan accepted by the staff. The Office of Compliance will be monitoring the firm's corrective action plan. Please submit monthly progress reports of the recall, using the enclosed form, to U.S. Consumer Product Safety Commission, Office of Compliance, Tina Adeyeye, 4330 East West Highway, Room 613, Washington, D.C. 20207-0001 by the first of each month or fax to (301) 504-0359. If you have any questions, please contact Tina Adeyeye on (301) 504-0608 extension 1223. Please reference the CPSC file number in your response.

When your firm determines the corrective action plan has been implemented to the best of its ability and as many products as possible have been removed from the marketplace, it may submit a final progress report, referencing the file number, and request that the file be closed. At that time the staff will review the plan's progress and decide whether the file should be closed. The Office of Compliance will evaluate the effectiveness of the plan. The staff could seek broader corrective action if the corrective action plan does not prove effective.

If the firm receives or learns of any information concerning other incidents or injuries, or information affecting the scope, prevalence or seriousness of the reported problem, it must report that information to this Office immediately. Additionally, if the firm receives information which might indicate that its corrective actions are not satisfactory in eliminating the problem or that the effectiveness of the corrective action program is less than has been anticipated, it must report that information to this Office immediately.

Section 6(b)(1) requires the Commission to give notice thirty days in advance of the intended disclosure of information that identifies the manufacturer or private labeler of a product. The staff is enclosing a summary of the corrective action plan. The Commission publishes a list of product recalls and other corrective actions initiated by firms in an Annual Report to Congress. This information is also occasionally used in lists for specific product categories. This letter gives the firm its opportunity under section 6(b)(1) of the Consumer Product Safety Act (CPSA), 15 U.S.C. § 2055(b)(1), and 16 C.F.R. Part 1101, to comment on the accuracy of the information.

The staff has made every effort to assure that the enclosed information is accurate. If, however, the firm believes that the information is not accurate, please send comments to me. The firm's comments must be received within twenty-three calendar days of your receipt of this certified letter if they are to be considered. Please include with any comments specific information to support any claim that the information is not accurate. If the Commission decides to disclose the information, unchanged, over any accuracy objections, it will give the firm ten (10) working days notice, as required by section 6(b)(2) of the CPSA, 15 U.S.C. § 2055(b)(2).

Page 3 RP990081

Thank you for your continued cooperation in this matter. If you have any questions, please contact me at (301) 504-0400, extension 1368.

Sincerely

Michael T. Bogumill

Compliance Officer

Recalls and Compliance Division

Enclosures:

Corrective Action Summery
Progress Report Form

cc:

Consumer Product Safety Commission Eastern Regional Center 6 World Trade Center Vesey Street, 3rd Floor New York, New York 10048

Judith Hayes, CRC Tina Adeyeye, CRC



Page 4 RP990081

> Voluntary Corrective Action Plans Under Section 15 of the Consumer Product Safety Act and Section 15 of the Federal Hazardous Substances Act

The following is a list of voluntary corrective action plans recently accepted by the Commission (or the staff acting under authority delegated by the Commission). A firm's taking corrective action does not constitute admission by the firm that a substantial product hazard exists.

Space does not permit the staff to give a complete list of the specific model numbers of the products involved in each of these corrective actions. Consumers who believe that they have a product affected by one of these action should follow the instructions given in this list or contact either the manufacturer or the Commission to determine if their product is one of those affected.



## Monthly Progress Report for Corrective Action Plan

Company Name: Buth-Na-Bodhaige, Inc. d/b/a The Body Shop Product: Candles Reporting Dates, From: To: Total # of Affected Products:  D PRODUCTS CORRECTED/CAPTURED BY YOUR FIRM: Location of Products Total Products Corrections This Period Total Corrections Percentage Correcte with Manufacturer with Distributor with Retailers	ď
I) PRODUCTS CORRECTED/CAPTURED BY YOUR FIRM:  Location of Products Total Products Corrections This Period with Manufacturer  with Distributor Total Corrections Percentage Corrections	ď
Location of Products Total Products Corrections This Period Total Corrections Percentage Correcte with Manufacturer with Distributor	ď
Location of Products Total Products Corrections This Period Total Corrections Percentage Correcte with Manufacturer with Distributor	ď
with Manufacturer with Distributor	u
with Distributor	
<del></del>	
with Retailers	
with Consumers	
TOTAL:  II) NOTIFICATION MEASURES: (Using the categories listed below, record the number of notifications attempted	<b>L</b>
your firm during this reporting period, and record the total number of notifications to date.)	оу
Billing insert	
Direct Mail Letter	
Magazine 1	
Pediatrician Poster	
Phone Call	
Product Catalog	
Radio	
Retail Store Poster	
Television	
Video News Release	
Web Site	
Other/Unknown	
III) CONSUMER AWARENESS: (Using the categories below, record the way, by numerical quantity,	
consumers told you they learned of the corrective action, i.e. consumer received direct mail, read magazine, etc.)	
Number for This Reporting Period Total	
Billing Insert	
Direct Mail Letter	
Magazine	
Newspaper	
Pediatrician Poster	
Phone Call	
Product Catalog	
Radio	
Retail Store Poster	
Television	
Video News Release	
Web Site Hits	
Other/Unknown	
IV) Calls to 800 Number/Correspondence	
# From Customers This Reporting Period Total	
800 Number	
E-mail	
E-mail Written Requests	
E-mail Written Requests  NOTE: Submit completed form by the FIRST of EACH MONTH to Tina Adeyeye at:	
E-mail Written Requests	

OR, fax report to (301) 504-0359. Address any questions to Ms. Adeyeye at (301) 504-0608, extension 1223

### Voluntary Corrective Action Plans Under Section 15 of the Consumer Product Safety Act and Section 15 of the Federal Hazardous Substances Act

DATE	FIRM AND PRODUCT	ALLEGED HAZARD	REMEDY
00/00	Buth-Na-Bodhaige, Inc. d/b/a The Body Shop • Wake Forest, NC 27587	Pot holding candle can explede or decorations on pot can ignite if exposed to flame from the candle wick.	Product recalled to the consumer level under the Fast Track Program
•	Candles, Jewel Candle, "Mulled Berries" and "Brandied Apple"	1. J. C.	A CONTRACTOR



# News from CHSC

### **U.S. Consumer Product Safety Commission**

Office of Information and Public Affairs

Washington, D.C. 20207

For Immediate Release , 1999 Release # 99-

Contact: (301) 504-0580 Ext.

### CPSC, The Body Shop U.S. Announce Recall of Scented Jewel Candles

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety
Commission (CPSC), the Body Shop, of Wake Forest, N.C., is recalling approximately
25,000 scented "Jewel" candles. The glass pots of these candles can explode or break,
causing possible cuts to nearby consumers, and posing a fire hazard. The outer decorative
covering of these pots can melt or catch fire.

The Body Shop U.S. has received five reports of these candle pots exploding, breaking, melting or burning. No injuries have been reported.

These Jewel candles are about 3 inches high and come in two fragrances: mulled berries and brandied apples. The mulled berries candles have purple resin covering its glass pot. The brandied apple candles have red resin covering its glass pot. On both types of candles, tiny glass-headed decorative beads are imbedded in the resin. A dozen three-quarter-inch "jewels" of various colors also are set around the outside of the pot, inbedded in the resin. A sticker on the bottom of the candle reads, "THE BODY SHOP." A clear, plastic disk that is around the wick when the candle is sold reads, "fragranced jewel candle" . . . "POT MADE IN CHINA FILLED IN UK."







# FAX

5036 One World Way, Wake Forest, N.C. 27587 Phone: 919-554-8253 Fax: 919-554-8322 Date:

February 16, 1999

To:

Mr. Michael T. Bogumill

**CPSC** 

Compliance Officer

Fax number:

From:

Shabbir Haidermota

cc:

Re:

Candle Press Release

Pages to follow:

2

Dear Mr. Bogumill,

In reference to your fax of February 10, 1999,

Followings are for your information.

- 1. Color of brandied apple is RED
- 2. Toll free number is 1 800 661 2154 Monday to Friday 8:30 am to 4:30 pm EST.

  Please note this number will be printed on Shop Notice Card. A final copy is attached.
- 3. Of the 5 reported incidents only one has resulted in property damage, a dining table surface was scorched requiring refinishing (cost yet unknown), and a chandelier and ceiling required professional cleaning -cost \$50.
- 4. 2 nd Draft copy of press release is attached for you approval. We have changed description from "wax" to "resin."
- 4. Date of press release can be immediate.

Sincerely,

.\_\_.

Shabbir Haidermota

Manager, Quality Assurance

yV



# FAX

5036 One World Way, Wake Forest, N.C. 27587 Phone: 919-554-8253 Fax: 919-554-8322

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- 4. Date of press release can be immediate.

Sincerely,

Shabbir Haidermota

Manager, Quality Assurance

3

To:

Date:

February 16, 1999

o:

Mr. Michael T. Bogumill

CPSC

Compliance Officer

From:

Shabbir Haidermota

cc:

Re:

Candle Press Release

Pages to follow:



February 11, 1999

Mf. Michael T. Bogumill
Compliance Officer
U.S. Consumer Product Safety Commission
Office of Compliance
4330 East West Highway, Room 610
Bethesda, Maryland 20814

Dear Mr. Bogumill:

I am sending a sample of Jewel Candle Brandied Apple. Please note that this sample does not have a bottom label as it was a laboratory sample. Bottom label is same in warning that of Mulled Berries. The difference is Bar Code and item number.

If you need any information feel free to call me.

Sincerely

Shabbir Haidermota
Manager, Quality Assurance
(919) 554-8253

Buth-Na-Bodhaige, Inc. d/b/a The Body Shop

P.O. Box 1409, Wake Forest, North Carolina 27588 5036 One World Way, Wake Forest, North Carolina 27587 Telephone: (919) 554-4900 Fax: (919) 554-4361



A STATE OF THE STA	ber 1994	6. Signaturgi: (Addressee or Agenti)  X MANALI   QLULU	5. Received By: (Print Name)	Wake Forest, NC 27587	P.O. BOX 1409	buth-Na-Bodhaige, Inc. d/b/a The Body Shop 5086 One World Way	Manager, Quality Assurance		delivered.	Write "Return Receipt Requester" on the malipiece below the article number. The Return Receipt will abow to thought the auticle was defined and the date.	Attach this form to the front of the malipieca, or on the back if space does not beamt.	Continue nema and ac s on the reverse of this form so that we can return this card to you.	SENDER:  Sendere items 1 and/or 2 for additional services.
	102585-97-9-0179 Domestic Return Receipt		8. Addressee's Address (Only If requested and fee is paid)	18/59 x8v	tot for Merchandse ☐ COD	idy Shop 1 (2) Certified 1	уре	320 453 292	Consult postmaster for fee.	number. 2. Aestricted Delivery	1. 🗌 Addressee's Address	can return this extra 1-1:	AT THE



## U.S. CONSUMER PRODUCT SAFETY COMMISSION WASHINGTON, D.C. 20207

OFFICE OF COMPLIANCE Recalls and Compliance Division Email: mbogumill@cpsc.gov

FEB 11 1999

Michael T. Bogumill Compliance Officer Tel: 301-504-0400, Ext. 1368 Fax: 301-504-0012

#### Certified Mail/Telecopy

Shabbir Haidermota
Manager, Quality Assurance
Buth-Na-Bodhaige, Inc. d/b/a The Body Shop
5036 One World Way
P.O. BOX 1409
Wake Forest, NC 27587

Re:

CPSC RP990081

Buth-Na-Bodhaige, Inc. d/b/a The Body Shop

Candles

#### Dear Mr. Haidermota:

Thank you for your report of February 3, 1999 under section 15(b) of the Consumer Product Safety Act, as amended (CPSA), 15 U.S.C. § 2064(b). In your report, you identified a potential problem with Jewel Candles having "Mulled Berries" and "Brandied Apple" fragrances.

You also noted that the firm wishes to participate in the Commission's Fast Track Product Recall Program. This program, formerly called the No Preliminary Determination (No PD) Program, is described in the Federal Register of July 24, 1997, and in the enclosed materials. To participate in this program, your firm must initiate an acceptable corrective action plan (CAP) no later than March 4, 1999, and you must also provide all of the information required to be included in a full report described at 16 C.F.R. § 1115(13)(d). As you have already notified your stores by letter of this recall, and submitted a draft poster and joint press release, it is not necessary to do so again. To assure that we are able to evaluate the adequacy of your proposed CAP prior to its initiation, please submit the requested full report information along with the proposed CAP.

Page 2 RP990081

When the corrective action program begins, the Office of Compliance will monitor the progress of the recall. We request that you provide a list of retailers and distributors to whom your firm sold the product. The list should include firm name, address, and, if available, the number of units shipped to each firm. Please provide the list sorted by postal zip code or state.

#### **Information Disclosure**

Section 6(b)(5) of the CPSA, 15 U.S.C. § 2055(b)(5), prohibits the release of information submitted under section 15(b) of the CPSA unless a remedial action plan has been accepted in writing, a complaint has been issued, or a firm consents to such release.

If a firm submits any information that it considers to be a trade secret, or confidential commercial or financial information, it must mark it "confidential" in accordance with section 6(a)(3) of the CPSA, as amended, 15 U.S.C. § 2055(a)(3). The Commission may not disclose to the public trade secret information or proprietary commercial or financial data. If a firm does not request confidential treatment at the time of its submission, or within ten days thereafter, Commission staff will assume that it does not consider information in the submission to be a trade secret or otherwise exempt from disclosure under section 6(a) of the CPSA and the Freedom of Information Act, 5 U.S.C. § 552(b)(4).

#### **Continuing Obligation**

Your firm has a continuing obligation to supplement or correct your "Full Report." If, after filing the "Full Report," you receive or learn of information concerning other incidents or injuries, or information that affects the scope, prevalence or seriousness of the defect or hazard, you must report that information to this Division immediately.

If you seek assistance or if you have any questions, you may contact me by telephone at (301) 504-0400, extension 1368. For all overnight and/or direct delivery services, please address the material to: Office of Compliance, U.S. Consumer Product Safety Commission, Room 610, 4330 East West Highway, Bethesda, MD 20814-4408. The Office of Compliance telefax number is (301) 504-0012.

Sincerely,

Michael T. Bogumill

Compliance Officer

Recalls and Compliance Division

Page 3 RP990081

Enclosure

**CPSC Program Information** 

cc: Consumer Product Safety Commission Eastern Regional Center 6 World Trade Center Vesey Street, 3rd Floor New York, New York 10048

# IMPORTANT SAFETY RECALL

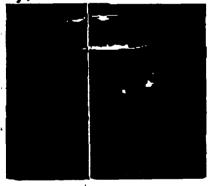
# JEWEL CANDLES "MULLED BERRIES" AND "BRANDIED APPLE" FRAGRANCES

The Body Shop is recalling all Jewel Candles in the Mulled Berries and Brandied Apple Fragrances. The pots containing the candles can overheat, explode, or catch fire posing a potentially serious fire hazard.

RETURN the Jewel Candles to any Body Shop store for a full refund. For additional information on this recall, contact Alistair Jackson at The Body Shop at 1.919.554.8243 (Monday-Friday, from 8:30 am to

4:30 pm EST). You may also return the candles by parcel post to:

Attention: Alistair Jackson The Body Shop 5036 One World Way Wake Forest, NC 27588



The full purchase price, postage and packing costs will be refunded.

TRANSMISSION OK

TX/RX NO.

02/09/99

8751

CONNECTION TEL

919195544361

CONNECTION ID

START TIME

02/09 10:29

USAGE TIME

01'18

**PAGES** 

2

RESULT

OK



February 5, 1999

Mr. Michael T. Bogumill
Compliance Officer
U.S. Consumer Product Safety Commission
Office of Compliance
4330 East West Highway, Room 610
Bethesda, Maryland 20814

Dear Mr. Bogumill:

As for your request I am enclosing 6 Mulled Berries Candles. Please note that we do not have any Brandied Apple Candle in the stock. The difference between the two is 'fragrance only.

I will be glad to send you Brandied Apple when I get returned from the shop.

If you need any information feel free to call me.

Sincerely

Shabbir Haidermota

Manager, Quality Assurance

Buth-Na-Bodhaige, Inc. d/b/a The Body Shop

P.O. Box 1409, Wake Forest, North Carolina 27588 5036 One World Way, Wake Forest, North Carolina 27587 Telephone: (919) 554-4900 Fax: (919) 554-4361

A .....

TRANSMISSION OK

TX/RX NO.

8717

CONNECTION TEL

919195544361

CONNECTION ID

START TIME

02/04 15:56

USAGE TIME

02'53

**PAGES** 

6

RESULT

OK



## U.S. CONSUMER PRODUCT SAFETY COMMISSION WASHINGTON, DC 20207



Tel: 301-504-0400 Ext. 1368

FAX: 301-504-0012

DATE: <u>02 / 04 / 1999</u> PAGES TRANSMITTED 6 including cover

то: \_**Shabbir Haidermota**\_\_\_\_

OFFICE: The Body Shop

FAX #: 919-554-4361

FROM: Michael T. Bogumill, Compliance Officer

REMARKS: Attached per our telephone conversation are copies of three press releases CPSC issued last year related to candle recalls conducted under the Fast Track Program. You may use the format of these releases to draft up the news release for your recall. When the draft PR is ready, fax it to me at 301-504-0012. Thanks.

NOTE: If all pages are not received, or if you have problems with this transmittal, please contact the person listed above.

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BE TELEPHONE, AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU.





## NEWS from CPSC

### **U.S. Consumer Product Safety Commission**

Office of Information and Public Affairs

Washington, DC 20207

FOR IMMEDIATE RELEASE

CONTACT: Jane Francis

**(301) 504-0580 Ext. 1187** 

S.C. Johnson CONTACT: Cynthia Georgeson

(414) 260-4728

May 21, 1998 Release # 98-114

## CPSC, S.C. Johnson Announce Recall of Gel Candles from Glade

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety Commission (CPSC), S.C. Johnson & Son Inc., of Racine, Wis., is voluntarily recalling about 1.7 million Gel Candles from Glade. These candles can burn with higher than normal flames, as high as 3 inches above the container, posing a potential fire hazard.

S.C. Johnson is aware of 11 consumer complaints of the gel candles burning with a high flame. No injuries or damage have been reported.

These 3-oz. Gel Candles from Glade have clear, round glass containers about 2 1/2 inches high that contain a scented, hardened gel. The transparent gel candles were sold in three scents and colors: the Raspberry Field-scented gel candles are red, the Freesia Bouquet-scented gel candles are purple and the Tropical Mist-scented gel candles are blue.

Grocery and retail stores nationwide sold the gel candles between March 1998 and May 1998 for between \$2 and \$3.

Consumers should immediately stop using these gel candles and dispose of them. S.C. Johnson & Son is offering consumers free, full-value replacement coupons for another candle or a refund. For information on obtaining a replacement coupon or a refund, consumers should call S.C. Johnson (800) 615-4484 between 8 a.m. and 6 p.m. CDT any day of the week.

Glade candles that burn wax are not subject to this recall.







The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051 from the handset of your fax machine and enter the release number. Consumers can obtain this release and recall information via Internet gopher services at cpsc.gov or report product hazards to info@cpsc.gov.

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## **NEWS from CPSC**

## **U.S. Consumer Product Safety Commission**

Office of Information and Public Affairs

Washington, DC 20207

FOR IMMEDIATE RELEASE May 6, 1998

CONTACT: Jane Francis (301) 504-0580 Ext. 1187

Release # 98-105

## GPSC, Amscan Inc. Announce Recall of Floral Candles

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety Commission (CPSC), Amscan Inc., of Elmsford, N.Y., is recalling 6,000 floral candles. These candles' containers can break and allow hot wax to escape. The hot wax can cause burns and the broken candle container creates a potential fire hazard.

Amscan Inc. received one report of the candle container breaking while in use. No injuries have been reported.

These 2 1/2-inch-high, scented floral candles come in a container that resemble a flower pot. They were sold in assorted colors, including red, white, purple, pink and yellow. They were sold wrapped in plastic with a sticker on the bottom of the candle reading, "Made in China" along with the UPC symbol.

Party supply stores nationwide sold the floral candles from January 1998 through March 1998 for about \$2.

Consumers should stop using the candles immediately and return them to the store where they were purchased for a refund. For more information, consumers should call Amscan toll-free at (800) 335-7585 from 9 a.m. to 5 p.m. EDT Monday through Friday.



The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051 from the han of your fax machine and enter the release number. Consumers can obtain this release and recall information via Internet gopher services at cpsc.gov or report product hazards to <a href="mailto:info@cpsc.gov">info@cpsc.gov</a>.

http://www.com.com/com.com.h/man-1/--1--100/001051.



## **NEWS from CPSC**

### U.S. Consumer Product Safety Commission

Office of Information and Public Affairs

Washington, DC 20207

FOR IMMEDIATE RELEASE June 3, 1998

CONTACT: Jane Francis

Release # 98-119

(301) 504-0580 Ext. 1187

## CPSC, RJS Inc. Announce the Recall of Ralph Lauren Thorougabred Candles

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety Commission (CPSC), RJS Inc., of Port Washington, N.Y., is conducting a recall of 1,222 Ralph Lauren Thoroughbred Candles. These candles present a fire hazard because their flasks can overheat and burn with high flames.

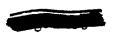
CPSC and RJS have received two reports from consumers that the candle displayed high flames and the leather wrap melted, which resulted in minor property damage. No injuries have been reported.

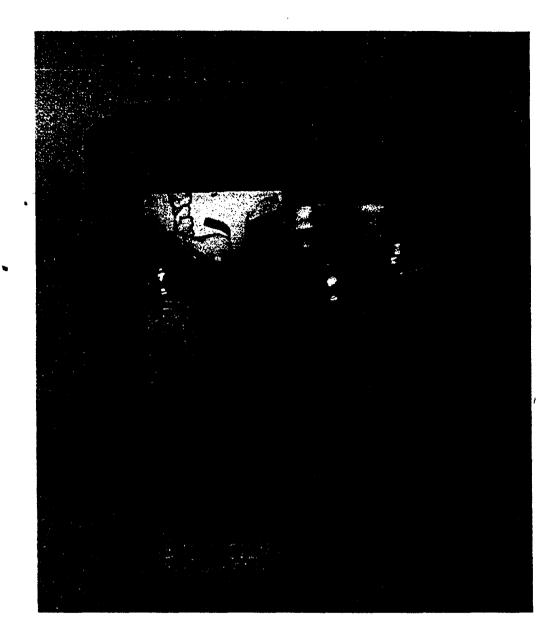
The Ralph Lauren Thoroughbred Candles are silver votives that have a saddle-brown-color leather wrap sleeves, and are filled with yellow wax. They have item code RLT027 on their packaging. The packaging is a multicolored brown and green paisley paper box with clear front cover, green ribbon and hangtag. A hang tag is attached to the packaging showing a horse and rider scene. There also are use instructions located in the box.

Major department stores and specialty stores, including Polo, Bloomingdales and Saks 5th Avenue, nationwide have sold these candles between September 1995 and April 1998 for about \$30.

Consumers should stop using these candles immediately, and return them to the place of purchase for a refund. For more information, consumers should call RJS Inc. at (800) 228-5942 between 8:30 a.m. and 5:30 p.m. EDT Monday through Friday.

### CPSC, RJS Inc. Announce the Pecall of Ralph Lauren Thoroughbred Candles





The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051 from the handset of your fax machine and enter the release number. Consumers can obtain this release and recall information via Internet gopher services at cpsc.gov or report product hazards to info@cpsc.gov.

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## NEWS from CPSC

## **U.S. Consumer Product Safety Commission**

Office of Information and Public Affairs

Washington, DC 20207

FOR IMMEDIATE RELEASE February 25, 1999 Release # 99-070 CONTACT: Jane Francis (301) 504-0580 Ext. 1187

## CPSC, The Body Shop U.S. Announce Recall of Scented Jewel Candles

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety Commission (CPSC), the Body Shop, of Wake Forest, N.C., is recalling approximately 25,000 scented "Jewel" candles. The glass pots of these candles can explode or break, causing possible cuts to nearby consumers, and posing a fire hazard. The outer decorative covering of these pots can melt or catch fire.

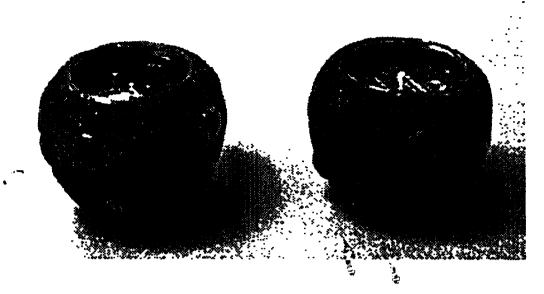
The Body Shop U.S. has received five reports of these candle pots exploding, breaking, melting or burning. No injuries have been reported.

These Jewel candles are about 3 inches high and come in two fragrances: mulled berries and brandied apples. The mulled berries candles have purple resin covering its glass pot. The brandied apple candles have red resin covering its glass pot. On both types of candles, tiny glass-headed decorative beads are imbedded in the resin. A dozen three-quarter-inch "jewels" of various colors also are set around the outside of the pot, inbedded in the resin. A sticker on the bottom of the candle reads, "THE BODY SHOP." A clear, plastic disk that is around the wick when the candle is sold reads, "fragranced jewel candle" . . . "POT MADE IN CHINA FILLED IN UK."

The Body Shop stores nationwide sold these candles from September 1998 through December 1998 for about \$10.

Consumers should immediately stop using these candles and return them to any Body Shop store for a refund. For more information, contact the Body Shop at (800) 661-2154 between 8:30 a.m. and 4:30 p.m. EST Monday through Friday.





The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051 from the handset of your fax machine and enter the release number. Consumers can obtain this release and recall information or report product hazards to info@cpsc.gov.

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		r Product Safety Com IGNMENT REPORT	in ion	
Assign No	MIS Code	Status	Assign Type	Region
990330CRC0670	31132	Open	Recall Check	FOCR
Investigator	Supervisor	Firm		
	Eric B. Ault	5036 ONE V	ODHAIGE, INC. D.B.A THE VORLD WAY EST, NC 27587	BODY SH
Assign Date	3/30/99	V	CTIM INFORMATION	
Target Date	5/18/99	City		
Revised Target Date		State/Zip		
Complete Date		Product Des	scription CANDLES	
		Document N	lumber	
4		HIA No.		
Remarks •			2 2	

Conduct three recall checks in your region. A copy of memoradum to all Body shops is included in the attachement, instructing them to remove the product from sale. Also included is a copy of response form from the retailer identifing the number of unsold candles returned by customers. The firm has agreed to stop sale of the candles. Make sure the poster is prominently displayed and that all candles are removed from the store shelves.



		r Product Safety Comr. IGNMENT REPORT	ion		
Assign No	MIS Code	Status	Assign Type	Region	
990330CRC0671	31132	Open	Recall Check	FOCR	
Investigator	Supervisor	Firm			
	Eric B. Ault	5036 ONE WO	BUTH-NA-BODHAIGE, INC. D.B.A THE BODY SH 5036 ONE WORLD WAY WAKE FOREST, NC 27587		
Assign Date	3/30/99	VIC	TIM INFORMATION		
Target Date	5/18/99	City			
Revised Target Date		State/Zip			
Complete Date		Product Descr	ription CANDLES		
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		r Product Safety Comi IGNMENT REPORT	lon	
Assign No	MIS Code	Status	Assign Type	Region
990330CRC0672	31132	Open	Recall Check	FOCR
Investigator	Supervisor	Firm		
	Eric B. Ault	BUTH-NA-BOI 5036 ONE WO WAKE FORES		BODY SH
Assign Date	3/30/99	VIC	TIM INFORMATION	
Target Date	5/18/99	City		
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Remarks			2	

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U.S. Consumer Product Safety Comi ion ASSIGNMENT REPORT						
Assign No	MIS Code	Status	Assign Type	Region		
990330CRC0673	31132	Open	Recall Check	FOER		
Investigator	Supervisor	Firm				
	Richard D. Swackhamer	BUTH-NA-BODHAIGE, INC. D.B.A THE BODY SH 5036 ONE WORLD WAY WAKE FOREST, NC 27587				
Assign Date	3/30/99		VICTIM INFORMATION			
Target Date	5/18/99	City				
Revised Target Date		State/Zip				
Complete Date	İ	Product Des	scription CANDLES			
•		Document !	Number			
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Conduct two recall checks in your region. A copy of memoradum, toall Body shops is included in the attachement, instructing them to remove the product from sale. Also included is a copy of response form from the retailer identifing the number of unsold candles returned by customers. The firm has agreed to stop sale of the candles. Make sure the poster is prominently displayed and that all candles are removed from the store shelves.



	U.S. Consumer Prod ASSIGNME	nc		
Assign No	MIS Code	Status	Assign Type	Region
990330CRC0674	31132	Open	Recall Check	FOER
Investigator	Supervisor	Firm		
	Richard D. Swackhamer	5036 ONE W	DHAIGE, INC. D.B.A THE I ORLD WAY ST, NC 27587	BODY SH
Assign Date	3/30/99	VI	CTIM INFORMATION	
Target Date	5/18/99	City		
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Conduct two recall checks in your region. A copy of memoradum to all Body shops is included in the attachement, instructing them to remove the product from sale. Also included is a copy of response form from the retailer identifing the number of unsold candles returned by customers. The firm has agreed to stop sale of the candles. Make sure the poster is prominently displayed and that all candles are removed from the store shelves.



		Product Safety Comi GNMENT REPORT	ilon	
Assign No	MIS Code	Status	Assign Type	Region
990330CRC0675	31132	Open	Recall Check	FOWR
Investigator	Supervisor	Firm		
	Frank J. Nava	BUTH-NA-BOD 5036 ONE WO WAKE FORES		BODY SH
Assign Date	3/30/99		TIM INFORMATION	
Target Date	5/18/99	City		
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Conduct three recall checks in your region. A copy of memoradum to all Body shops is included in the attachement, instructing them to remove the product from sale. Also included is a copy of response form from the retailer identifing the number of unsold candles returned by customers. The firm has agreed to stop sale of the candles. Make sure the poster is prominently displayed and that all candles are removed from the store shelves.



		Product Safety Comi SNMENT REPORT	ion	
Assign No	MIS Code	Status	Assign Type	Region
990330CRC0676	31132	Open	Recall Check	FOWR
Investigator	Supervisor	Firm		
	Frank J. Nava	BUTH-NA-BODHAIGE, INC. D.B.A THE BODY SH 5036 ONE WORLD WAY WAKE FOREST, NC 27587		
Assign Date	3/30/99	VICTIM INFORMA		
Target Date	5/18/99	City		
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		Product Safety Col SNMENT REPORT	mr ion	
Assign No	MIS Code	Status	Assign Type	Region
990330CRC0677	31132	Open	Recall Check	FOWR
Investigator	Supervisor	Firm		
	Frank J. Nava	BUTH-NA-BODHAIGE, INC. D.B.A THE BODY SH 5036 ONE WORLD WAY WAKE FOREST, NC 27587		
Assign Date	3/30/99	VICTIM INFORMATION		
Target Date Revised Target Date Complete Date	5/18/99	City State/Zip Product De Document HIA No.		
Remarks 😽			ė,	

Conduct three recall checks in your region. A copy of memoradum to all Body shops is included in the attachement, instructing them to remove the product from sale. Also included is a copy of response form from the retailer identifing the number of unsold candles returned by customers. The firm has agreed to stop sale of the candles. Make sure the poster is prominently displayed and that all candles are removed from the store shelves.



	U.S. Consumer Pr ASSIGN	oduct Safety Con IMENT REPORT	ion ion	
Assign No	MIS Code	Status	Assign Type	Region
990330CRC0678	31132	Open	Recall Check	MASC
Investigator	Supervisor	Firm		
	Bruce E. Schwartz	BUTH-NA-BODHAIGE, INC. D.B.A THE BODY SH 5036 ONE WORLD WAY WAKE FOREST, NC 27587		
Assign Date	3/30/99	VICTIM INFORMATION		
Target Date	5/18/99	City		
Revised Target Date		State/Zip		
Complete Date		Product Des	scription CANDLES	
•		Document N	lumber	
4		HIA No.		

Conduct one recall check in your region. A copy of memoradum to all Body shops is included in the attachement, instructing them to remove the product from sale. Also included is a copy of response form from the retailer identifing the number of unsold candles returned by customers. The firm has agreed to stop sale of the candles. Make sure the poster is prominently displayed and that all candles are removed from the store shelves.



	U.S. Consumer Proc SAMPLE COL	duct Safety Comm LECTION REPORT	on
1. Sample Flag FAST TRACK PROGRAM SAMPLE	2. Date Colle 2/8/99	ected 3. Sample Ty Physica	ype and Number: 99-792-0085  Documentary
4a. Product Name CANDLE	4b Model MULLED BE	4c NEISS RRY 0463	5. Assignment Number
6. Complete for Import Samples  Port of Entry:  Country of Origin: ENGLAND  Entry No. and Date:		7. MIS 31132 9a Home RO	8. Hours  Activity 0 Travel 0
Customs Contact:  10. Sample Cost	11. Invoice Value o	FOER FLot	CRC 12. Size of Lot Units
\$0.00			25632 unt
13. Manufacturer/Importer # BUT008 BUTH-NA-BODHAIGE, INC. D.B.A THE 5036 ONE WORLD WAY WAKE FOREST, NC 27587	14. Shipper/Foreigr THE BODY SHOP, I HAWTHORN ROAD WEST SUSSEX, BN	UK TRADING DIV.	15. Dealer/Import Broker # THE BODY SHOP P.O. BOX 1409 WAKE FOREST, NC 27588
16. Supporting documents attached: Invoice No. and Date:	<u> </u>	Da	te Shipped:
Shipping Record and Date: Affidavit Signer's name, title and date	):		
17. Product Identification:			
imported from England k sits inside a glass pot 18. Reason for collection/analysis nee Sample submitted by fir 19. Summary of Field Screening: None	that is coat	ed on the out	A PPPA RSA
20. Sample size/Method of Collection:  The lighters were shippy Express to Michael Bogu request made during a to the collection of the col	ped directly fumill, Compliant converse	nce Officer,	Bethesda, MD per n the firm on 2/4/99. seal and date:
23a. Sample delivered to: CRC AND EXPA	T	<b>23b Date 24. Rep</b> 2/8/99 FOER	ort/Record Sent to:
25. Laboratory/Office: LSE CCH LSC CHP		SIU WHSE	Other
The candles in this sai initiated by the importhe pots "exploded", " 27. Related Samples: None	ter due to 5	consumer comp	laints alledging that
28a Collector's name/title:		28b Collector's sign	ature/date:
Michael T. Bogumill Complian	nce Officer	Michael !	30 Jumil 2/8/99
29a Reviewer's name/title:	. ]	29b Reviewer's šigr	ature/date:

ON COLLECTION REPORT (LAB COPY) \*99-792-0085\* nv